

FIG. 1

FIG. 2

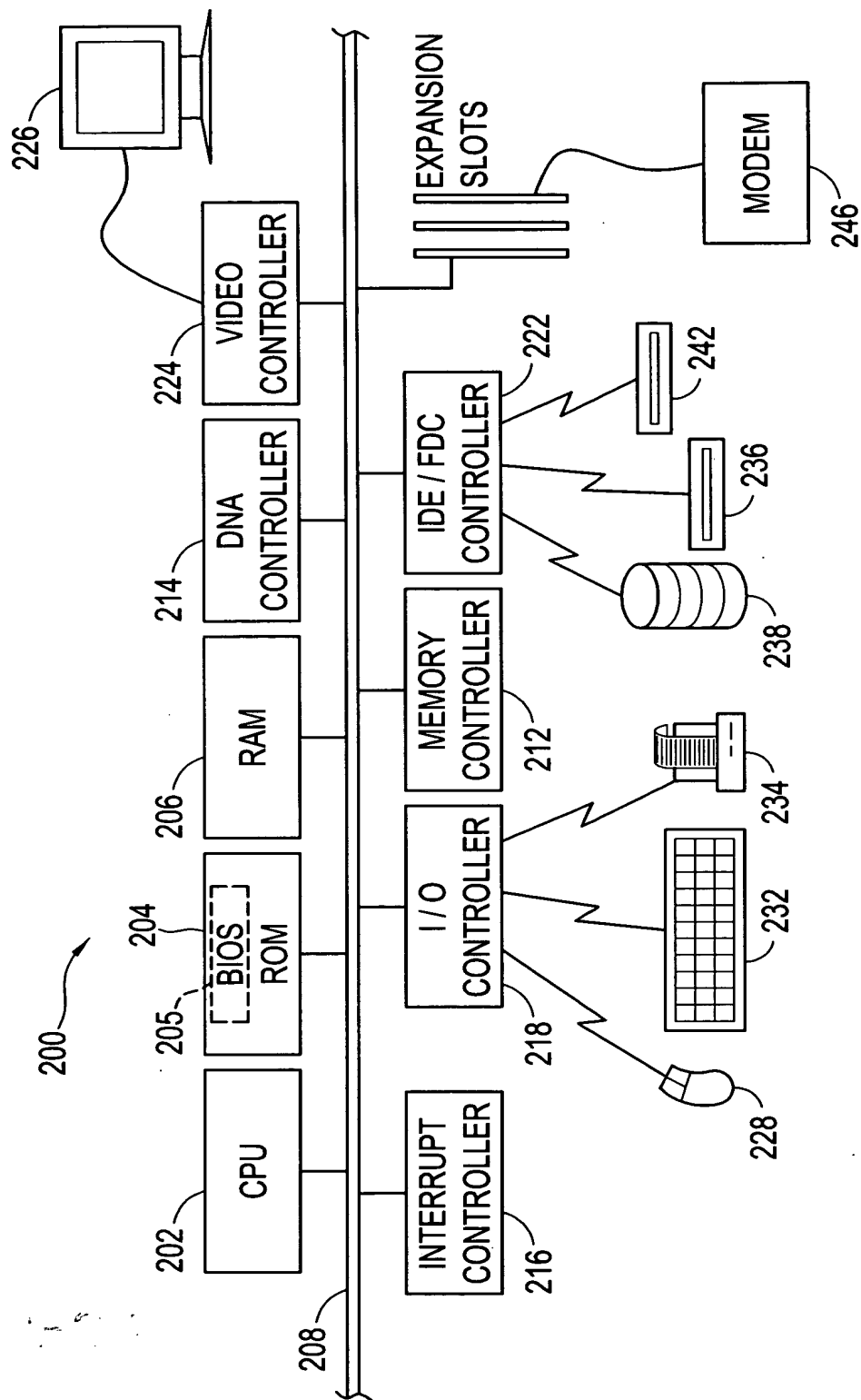




FIG. 3

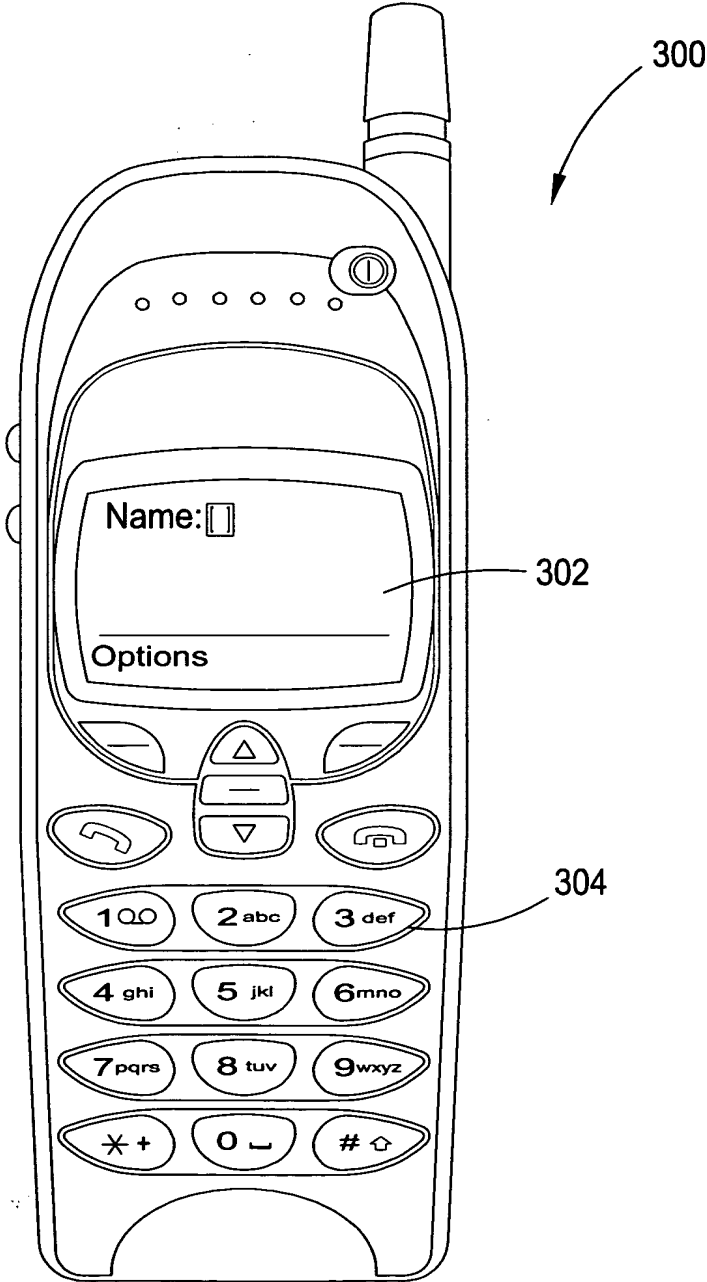


FIG. 4

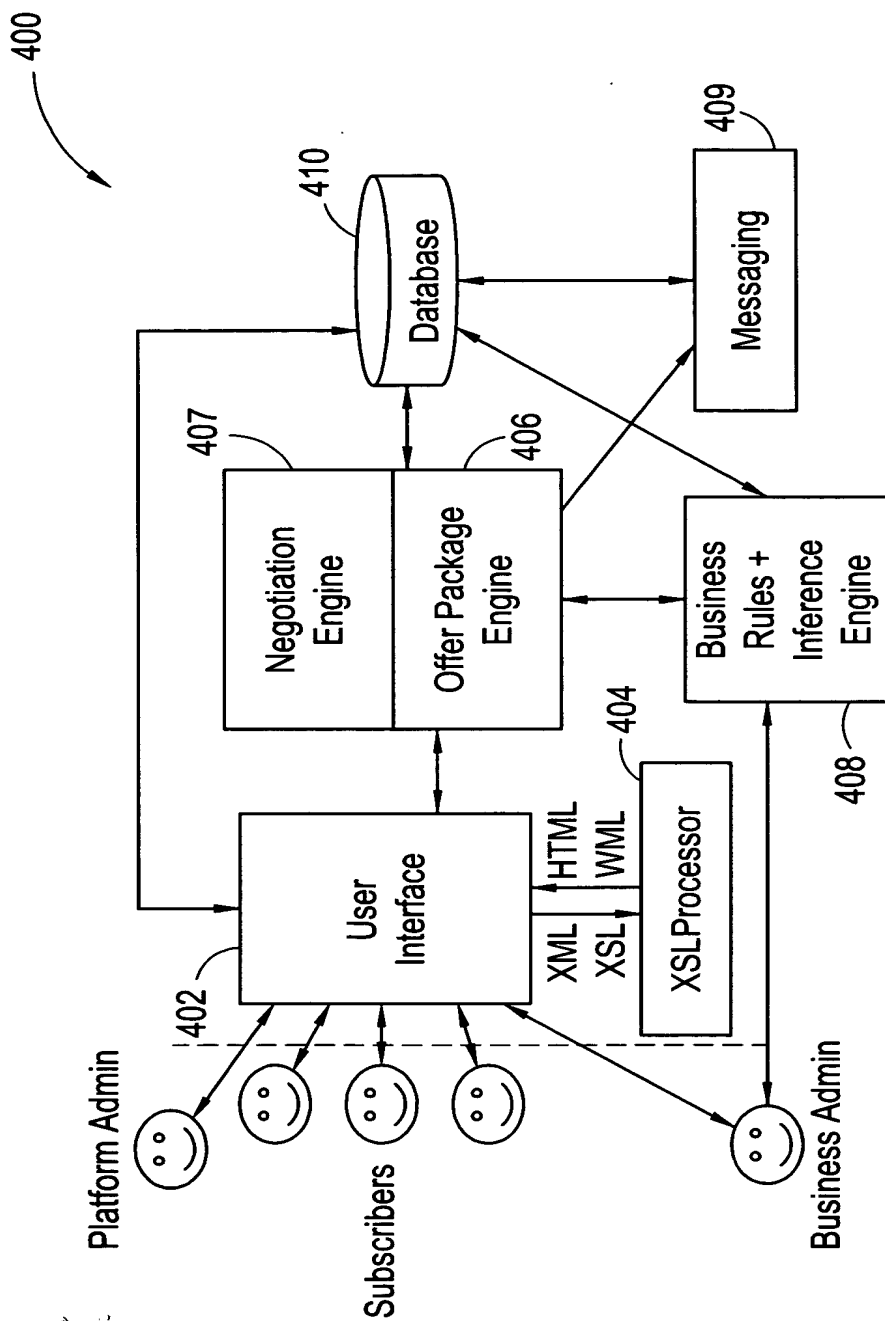


FIG. 5

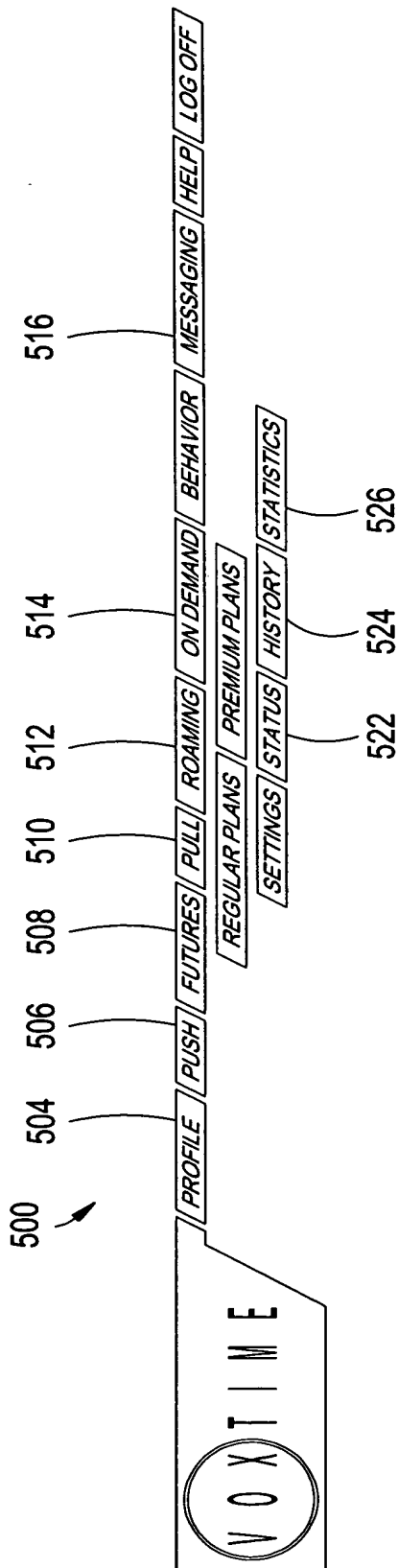




FIG. 6

600

602			604	606	608
			New Group		
Nr	Name	Number of Members	Description		
1.	All.	43.	All the customers		
2.	Americans.	6.	All the customers living in U.S.		
3.	Romanians.	12.	All customers living in Romania.		
4.	Roaming users.	31.	All the customers that are using the roaming facilities.		
5.	Business Users.	33.	All customers that have business contract.		
6.	Private Users.	10.	All the customers having private contracts.		
7.	SMS Users.	37.	This group involves all SMS users, regardless of their other profile matters (location, type of contract, etc.)		

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FIG. 7

730
Create New Offer

Special Offer

702 Name

712 Option First

714 Second

716 Third

718 Call Time: between and

704 Send to:

706 Send on:

Send at:

729 Freeze Offer

722 Rate [USD]

Call Duration [mins]

724

726

728

06 : 20 PM This day

07 : 10 PM This day

Americans

May Every Day

Now

2000

12 : 00 PM

☐

UPDATE RESET

700



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FIG. 8

800

Special Offers History

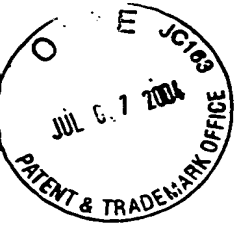
802 Date: **May** / **25th** / **2000** **Change Date** 804

No	Name	Send to Groups	Sending Time
1.	<u>Offer to All</u>	All	May 25, 2000 11:39 AM
2.	<u>May Offer</u>	Americans	May 25, 2000 12:09 PM

FIG. 9

No	Offer Name	902		904		906		908		912	
		Sent	Offers	Accepted	Offers	Acceptance	Rate	Potential	Income		
1.	Offer to All	2874		16		0.55%		\$ 87.45			
2.	Offer to Romanians	1173		44		3.75%		\$ 616.00			
3.	Offer to Americans	64		8		12.5%		\$ 25.40			

900



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FIG. 10

Pull Settings

1002 Flat Fee [USD]

1004 Flat Fee + Extra Rate [USD] + [%]

1006 Extra Rate [%]

Simulate Network Busy ☒

1000

FIG. 11

Pull Statistics

Date: / /

No	Date	Access Fee	Extra Rate	Call Duration	Income
1.	May/22/2000 4:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
2.	May/22/2000 7:22 PM	\$ 1.00	\$ 0.00 /min	2 mins	\$ 1.00
3.	May/22/2000 7:35 PM	\$ 0.00	\$ 0.16 /min	2 mins	\$ 0.32
4.	May/22/2000 8:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
5.	May/23/2000 10:10 AM	\$ 0.50	\$ 0.05 /min	9 mins	\$ 0.95

Your total gain is: \$ 3.47

1102

1100



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FIG. 12

Configure Agent for Premium Plans

1202 Agent Name **Premium Plans Agent**

1204 Location **JFK Airport**

1206 Deadline **May** **25th** **2000** **12** **: 20** **PM** **Now**

Parameters	Best **	Worst. **	MU	Importance*	Behavior
Call Duration	36	5	minutes	0.4	Concessive Behavior
Additional Price	0.5	0.2	USD	0.3	Concessive Behavior
Access Fee	2	1	USD	0.2	Aggressive Behavior

1208 1212

1214

UPDATE **RESET** **AGENT LIST**

1200

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FIG. 13

Behavior Editing Issues

1302 Name **Aggressive Behavior**

Tactics Editing

To add a new tactic select the heading checkbox.

	Name	Weight Parameter
1304	<input checked="" type="checkbox"/> Time Exponential	0.1
1306	<input type="checkbox"/> Select Tactic	0.1
1308	<input type="checkbox"/> Select Tactic	0.1

1312 1314 1300

FIG. 14

1400

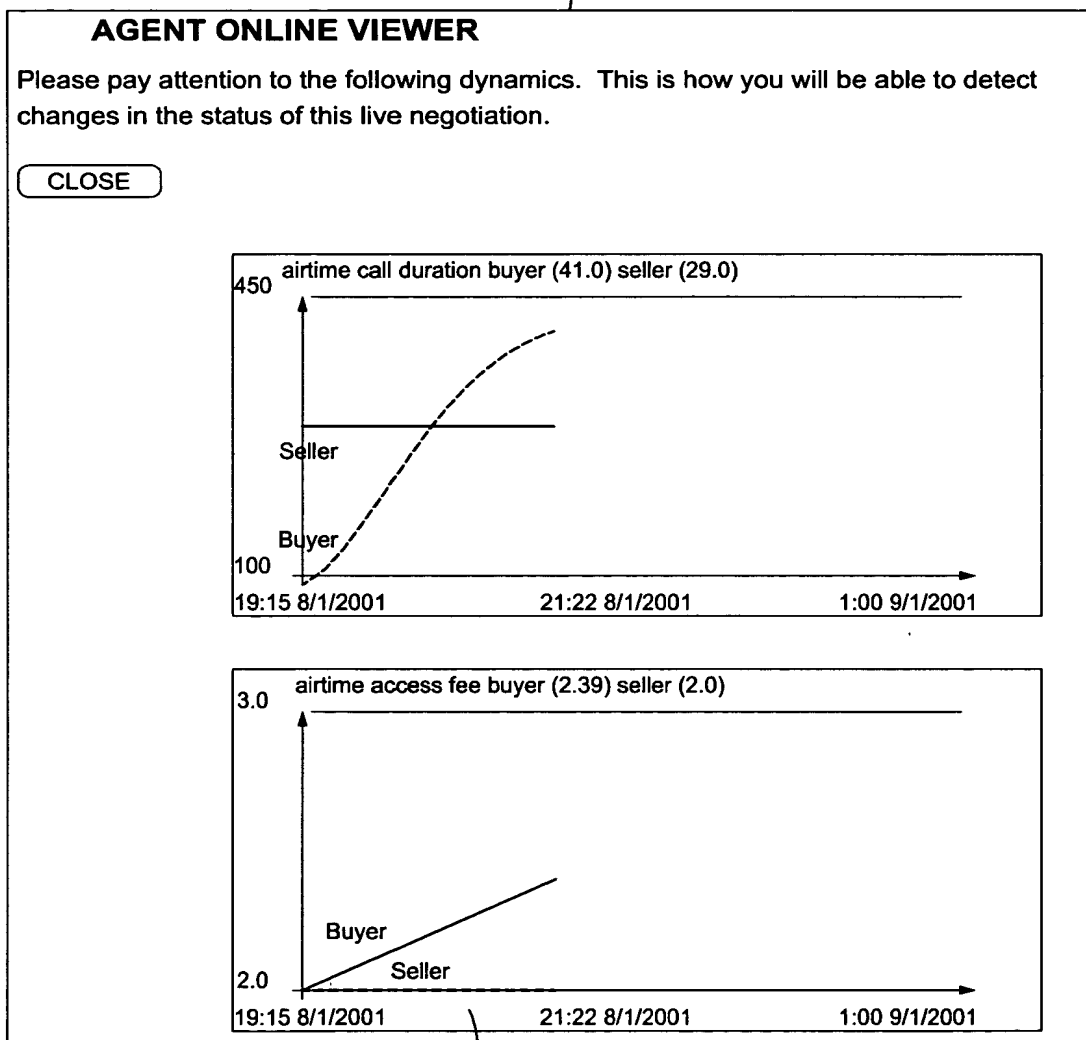
No	Agent Name	Partner	Status
1.1	<u>Premium Plans Agent</u>	new connection	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Active

1402 1404 1424 1422 1420

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FIG. 15

1502



1504

13/17

FIG. 19

- N No : Negotiated Deals - the number of all the agent's negotiations
- CD No : Closed Deals - the number of successful deals
- NCD No : Failed Deals - the number of failed negotiations
- R No : Number of current live negotiations - the current negotiations
- SR : Succes Rate - the rapport between successful and number of all negotiations.
- FR : Fail Rate - the rapport between failures and total number of negotiations.

FIG. 20

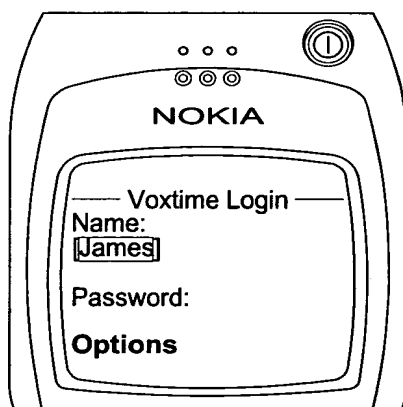


FIG. 21

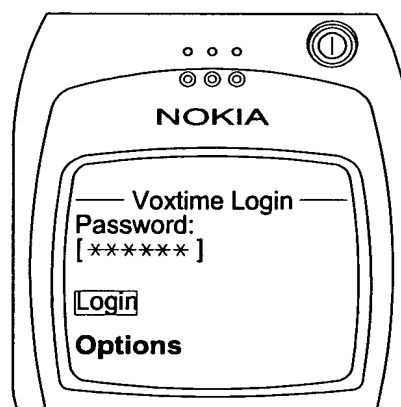


FIG. 22

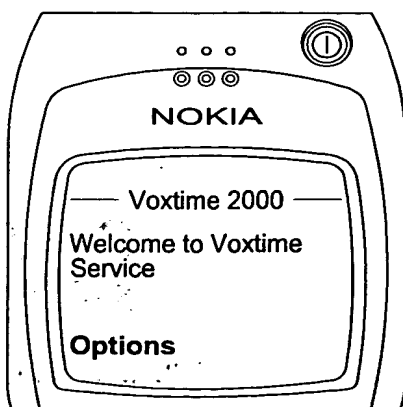


FIG. 23

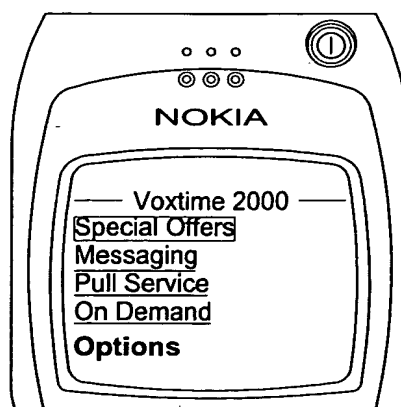


FIG. 24

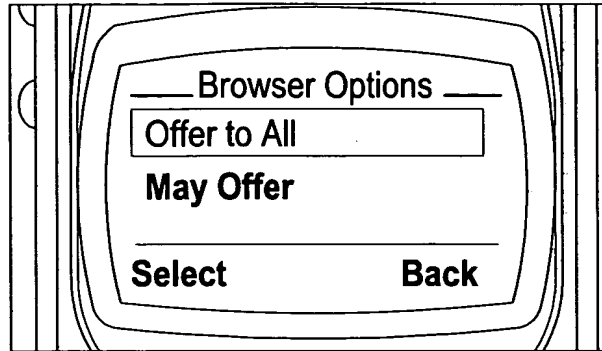


FIG. 25

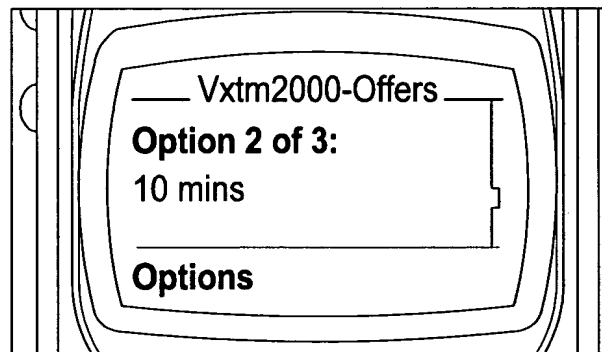


FIG. 26

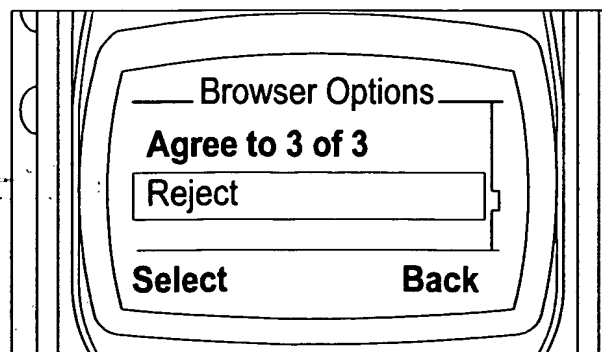


FIG. 27

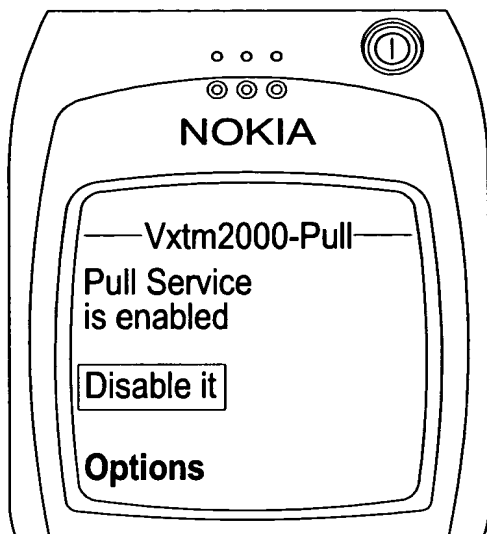


FIG. 28

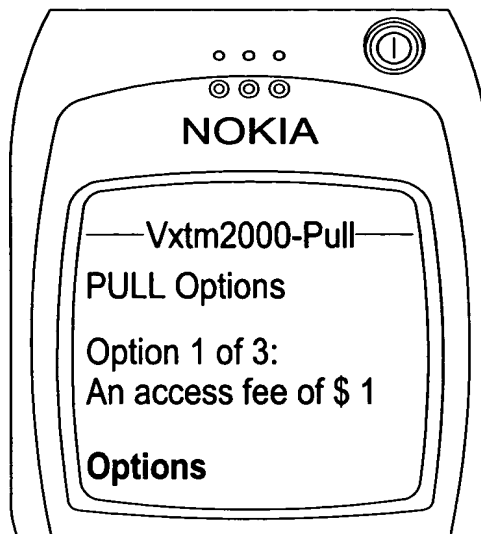


FIG. 29

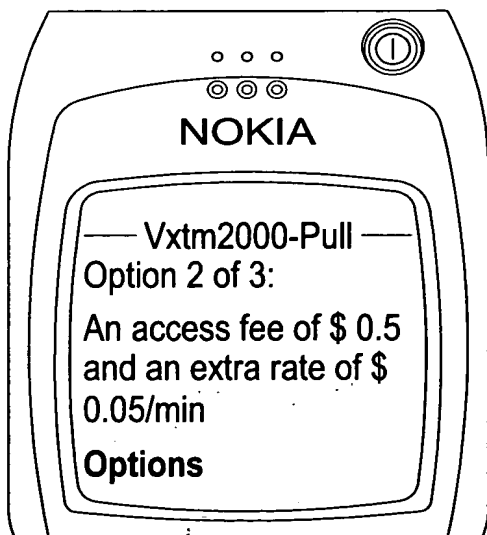


FIG. 30

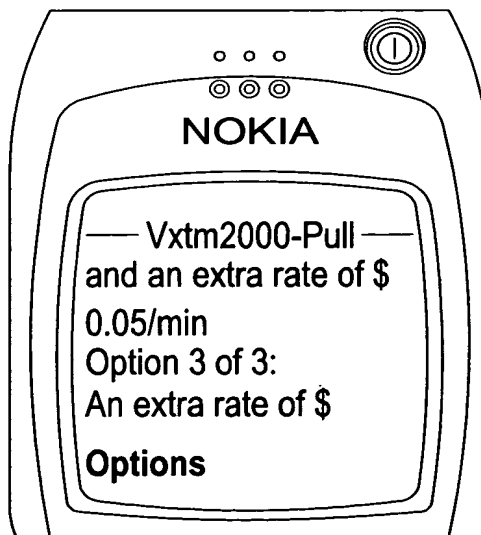


FIG. 31

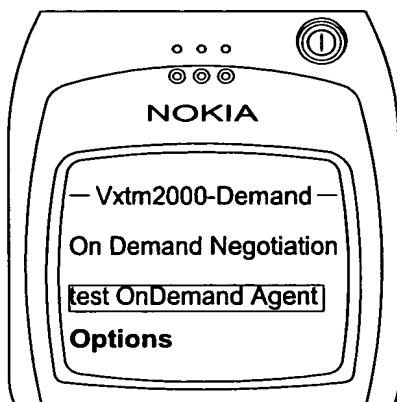


FIG. 32

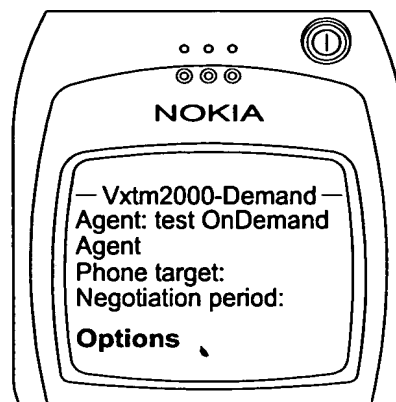


FIG. 33

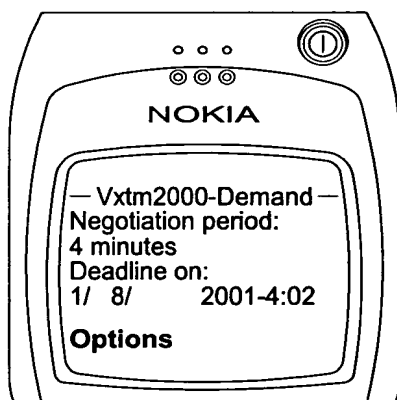


FIG. 34

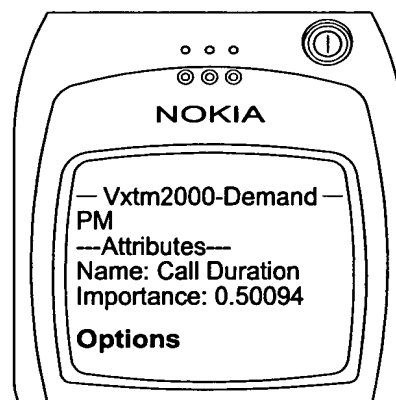


FIG. 35

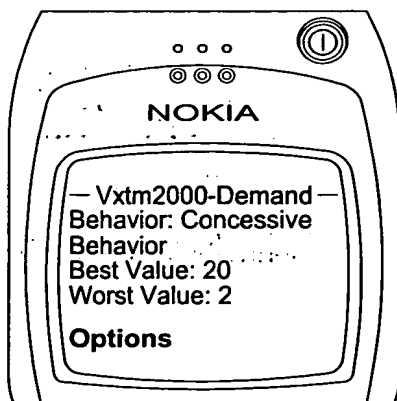


FIG. 36

